

Part B SPP/APR Improvement Activities Evaluation Action Plan

Indicator 16 – Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint, or because the parent (or individual or organization) and the public agency agree to extend the time to engage in mediation or other alternative means of dispute resolution, if available in the State.

Improvement Activity	Timeline	Staff Responsible	Action Plan	Action Plan	
				Timeline	Status
16.1 Manage current program to maintain compliance with 60 day timeline for resolution of child complaints.	2005/06-2010/11	B) Compliance Assistant Director	1. Monitor current program for resolution of child complaints within 60 day timeline.(B,E)	1. <i>Monitor daily to ensure compliance with timelines.</i>	<i>Active</i>
		E) Compliance Supervisors	2. Provide weekly summary of pending child complaints to compliance staff. (D)	2. <i>Weekly</i>	<i>Active</i>
		D) Compliance Legal Assistant	<u>Evaluation of Impact</u> Analyze data regarding resolution of child complaints in a timely manner.		
16.2 Provide online training of complaint system for stakeholders.	2008/09-2010/11	E) Compliance Supervisors and Staff	1. Direct stakeholders to complaint system web stream on DESE's website. (E)	1. <i>Ongoing</i>	<i>Active</i>
		B) Compliance Director	2. Check web presentation twice yearly for correct and current information. (B)	2. <i>January and September</i>	
			<u>Evaluation of Impact</u> Review web stream for current information.		